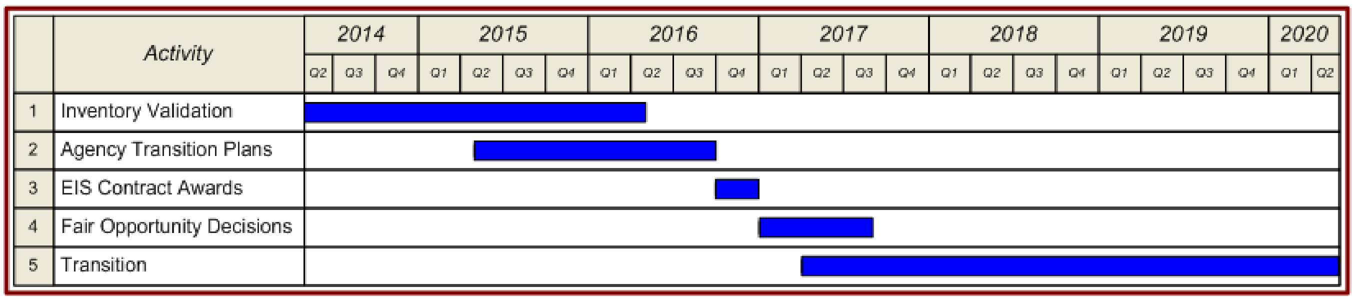
Transition Inventory Quick Reference Guide

Background

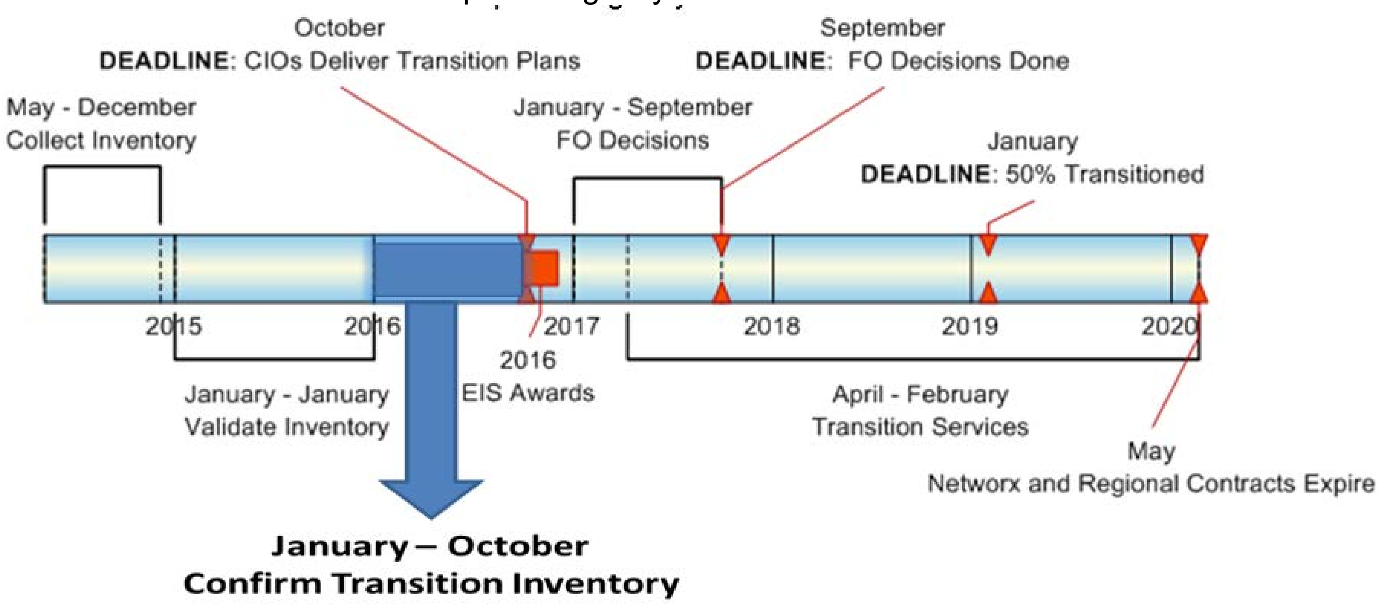
The General Services Administration's (GSA's) strategy for the next generation of telecommunications and information technology (IT) is Network Services 2020 (NS2020). NS2020 provides a roadmap for the future of GSA's Network Services Program (NSP). The Enterprise Infrastructure Solutions (EIS) contract is the follow on to the Networx, WITS3 and Regional/Local Service Agreement (LSA) contracts.

Proposed Timeline of Transition

The transition timeline can be found by selecting the "transition planning now" link on GSA's EIS site, http://www.gsa.gov/eis.



Agencies should complete the Transition Inventory confirmation process by October 2016. This coincides with the timeline to develop their Agency Transition Plans and share them with GSA.



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Transition Inventory Validation

GSA has successfully completed its initial transition inventory validation. This data is available to authorized agency users as of **January 31** and can be accessed using the Transition Inventory (TI) module in GSA's E-MORRIS application.

The next step is confirmation of the transition inventory. Each agency is required to retrieve, review and confirm the validated transition inventory no later than **October 2016**. Agency inventory confirmation will be communicated as part of the agency's transition plan.

How do I access my agency's data?

Agency data is available using the Transition Inventory (TI) module in GSA's E-MORRIS application. GSA's E-MORRIS website https://emorris.fasbilling.gsa.gov provides the instructions to:

- Register a new user account
- Reset a password
- Request assistance.

User accounts require access to the TI module (select Networx Inventory under module access on the registration form) and authorized agency bureau and/or hierarchy codes. New user requests will go to the agency DAR Administrator for approval before the accounts are created.

The E-MORRIS site includes a User Guide and Frequently Asked Questions to help users through the registration process.

Once the authorized user is logged into E-MORRIS:

1. Select the "Inventory" tab. This tab provides access to Transition Inventory data.
2. Select "Transition Inventory" on the right-hand side of the screen to access and download agency transition inventory. TI will display the first 15 lines of inventory data at the bottom of the screen. Users can view additional data by downloading the results or scrolling through the pages. Validated data will be identified as "Y" in the Validated Transition Tracking Record (TTR) field.
3. Use the drop downs or enter data into the filters, or combinations of filters, to support your query.
4. The system will return the results. The first 15 will be visible at the bottom of the screen. Users can view additional data by downloading the results or scrolling through the pages.
5. Generate reports using inventory data. The dropdown options allow the user to create and download/save/print results.

In addition to the filters available to drill down on certain fields, TI will provide access to an "Agency Service Instance Inventory Report." This report can be viewed in the TI module and downloaded in a .CSV format for agency offline review and analysis.

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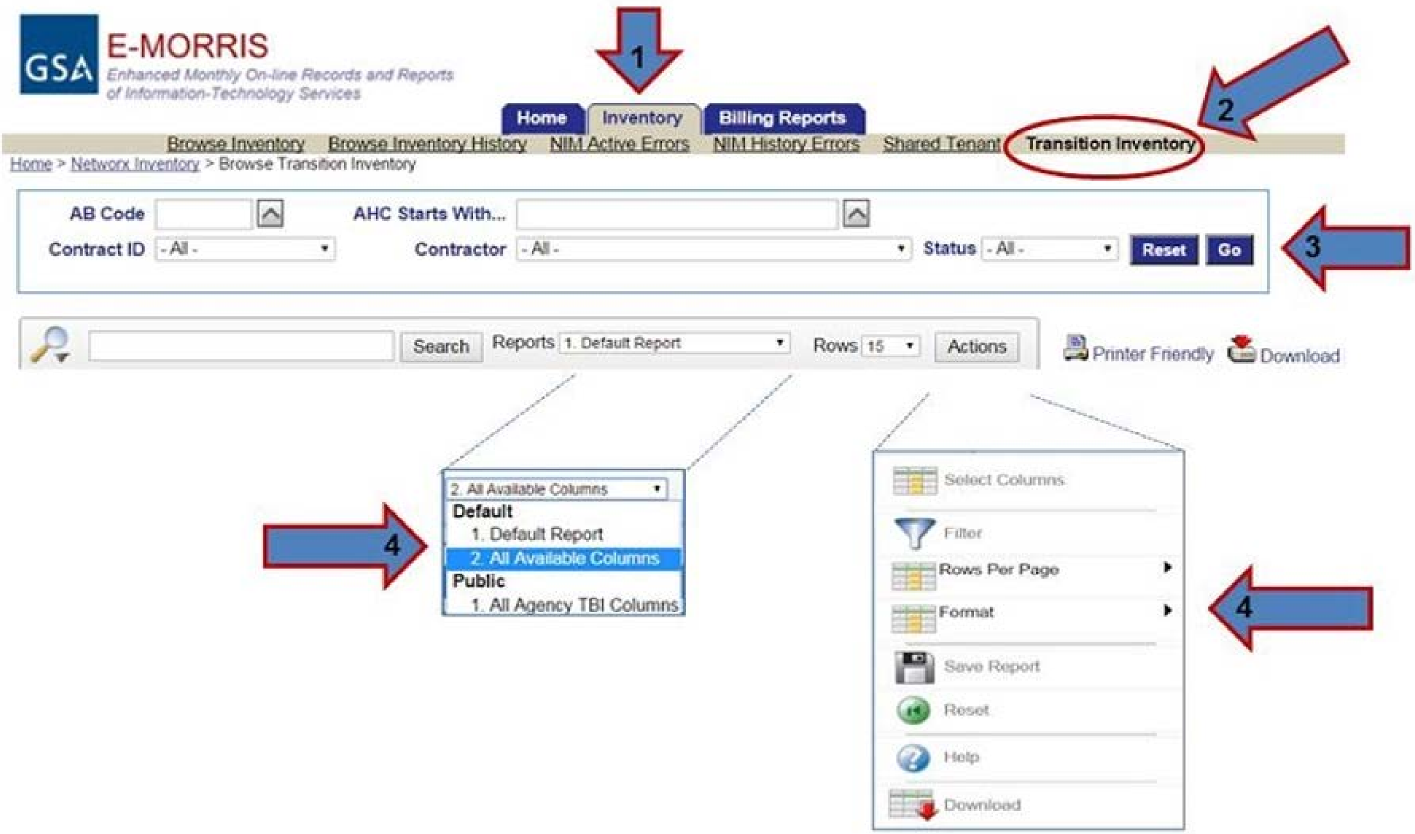
A screen shot of the Transition Inventory option is provided. Access to agency service instance inventory data is based on the user's credentials.

Transition Inventory



Where did this TI data come from?

GSA gathered Networx, WITS3 and Regional/Local Service Agreement (LSA) inventory data from multiple sources, identified in the table below.

GSA

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Contract(s)	Data Source
Networx	Networx Inventory Module (NIM) E-MORRIS Contractor /Service provider Inventory Snapshot Source Agency Provided Data Telecommunications Ordering and Pricing System (TOPS)
WITS3	Service@Once Prime Biller Extended Edition (PBEE) Level 3 Portal Agency Provided Data
Regional/LSA Services	TOPS Contractor/service provider Invoices and Billing Data Customer Service Records (CSRs) Agency Provided Data Local Service Agreements

Contracts and service providers have varying terminology and meaning for the available services. GSA's first step to provide the inventory was to normalize the data across the various contracts and providers. Once normalized, business rules were defined to establish inventory at a service instance level.

What is a service instance?

The service instance transition inventory is a set of inventory records reflecting active services that must be transitioned off of the expiring Networx, WITS3, and Regional/Local Service Agreement (LSA) contracts, including:

- Active services that must be transitioned off of the expiring Networx, WITS3 and Regional/Local Service Agreement (LSA) contracts
- A summarized roll-up of active services and the associated supporting/feature CLINs (e.g. usage or feature CLINs)
- A single record representing each ordered service.

Service instance level inventory data provides GSA and agencies, a consistent measure to track transition progress. Throughout transition, the service instance inventory will be updated to reflect services as they are disconnected from the expiring contracts.

What does my transition inventory represent?

If a service instance record was found in a source, it was added to the transition inventory. Once an inventory record was verified across multiple sources, it was considered validated and marked in TI with a "Y." If a record was NOT found across multiple sources, or if the GSA team questioned its validity, it was considered NOT validated and marked in TI with an "N."

Validated TTRs are used to for transition progress statistics and reporting. Non-validated TTRs are NOT included in transition progress statistics and reporting.

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GSA is providing sub-service instance records, identified with a “Y” in TI. A sub-service record is a record that is transitioned with a primary service record and cannot be considered a standalone service. These non-primary transition service records cannot be transitioned to another contract without the primary source. Examples of sub-service instance records are Direct Inward Dial (DID) numbers. DID records may appear as standalone inventory, but are part of a Primary Rate Interface (PRI) and will be transitioned with the PRI.

GSA is continuing to investigate non-validated records, exceptions, and anomalies. As the correct disposition of these records is determined, the records will become validated. GSA will continue to work with the providers, as necessary, to address records requiring source updates. GSA will update and maintain TI data at the service instance record level, using the most current and accurate data available. Newly installed records will be added, changes accounted for and disconnects tracked, to provide transition progress statistics and reporting. GSA is working with the service providers to receive updated source files on a monthly basis.

What do the agencies need to do?

Each agency is required to retrieve, review and confirm the validated transition inventory no later than **October 2016**. Steps include:

1. Identify agency points of contact to retrieve the transition inventory
2. Get or update access to E-MORRIS
3. Review the data
4. Identify necessary updates

a. Work with GSA and/or service providers to have sources updated (this will result in TI updates)
   Examples: A service is showing active, but has been disconnected, incorrect AHC or AB codes, place disconnects for services that are active but no longer needed.

b. Work with your GSA TSM to address questions about the representation of the data or to coordinate a discussion with the GSA Transition Coordination Center (TCC) team

5. Retrieve and review the data to validate ongoing updates and changes
6. Confirm the TI data.

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What are the stakeholder roles and responsibilities?

Stakeholder	Role	Responsibilities
GSA Transition Coordination Center (TCC)	Tracks and manages the objectives of the GSA Transition Inventory Validation project(s)	Supports inquiries; prepares, reconciles, and validates transition inventory at the direction of the GSA NSP Transition Inventory Project Manager
Agency	Federal government entities that are authorized and currently using the NSP contracts	Reviews and confirms transition inventory; works with GSA and service providers to resolve non-validated records
Agency Transition Manager (TM)	Agency Transition Lead	Acts as the agency's single point of contact to GSA during the transition inventory validation process; facilitates agency confirmation of transition inventory.
GSA WITS Staff	Supports services procured using the WITS3 contract	Prepares and provides to the GSA TCC the monthly combined WITS Telephone Number file containing records from Verizon and Level 3
GSA Regional Staff	Works with agency personnel to confirm regional inventory	Updates TOPS and communicates with local service providers for changes required to regional inventory
Contractor/Service provider	Provides products and services under the NSP contracts	Provides inventory information. Works with GSA and agencies to address discrepancies
GSA Technology Service Manager (TSM)	Liaison between GSA and assigned agencies	Communicates the availability of TI file(s) and coordinates review meeting(s) between the agency and the GSA TCC

What GSA resources are available to help with this process?

Area	Source	Email	Phone Number
Transition Inventory (TI) module access in E-MORRIS	FAS Billing Systems Help Desk	fasbilling.help@gsa.gov	1-877-944-8677 (toll-free)
Transition Inventory Questions	National Customer Service Center (NCSC)	ITCSC@gsa.gov	1 (855) ITaid4U (482-4348)
Transition Inventory Data - Detailed	Transition Coordination Center (TCC)	To be provided	To be provided
General	Technology Service Manager	Technology Service Managers	Technology Service Managers

A Transition Inventory User Guide will also be available. GSA has recently awarded the Transition Coordination Services contract and will provide additional communication channels once they are established.

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Frequently Asked Questions

1. **Can I use TI data to place orders?**

Service instance level data is not sufficient in detail to prepare transition orders. Agencies may need to obtain detailed inventory data from their current providers or other sources, to support statement of work (SOW) and/or transition orders.

2. **Why am I seeing some of my voice service as two service instances?**

TI includes local service inventory procured through the GSA regions and long distance service inventory procured through Networx. GSA procured local service requiring long distance service, requires the service number to be sent to a Networx service provider selected through the agency fair opportunity process. As a result, **the service appears twice in TI** because it is under two separate contracts. TI allows agencies to view the local and long distance service together. While the expectation is that the service will be transitioned together as a combined service to EIS, an agency may need to transition the service (local from long distance) separately.

3. **Why am I only seeing my Networx data?**

The E-MORRIS Inventory tab also provides access to Networx only inventory. If you want to view the Transition Inventory, you must select the "Transition Inventory" indicator on the far right of the inventory tab (see number 2 on the screen shot above).

4. **Where can I find more details on a service instance**?

On the far left side of a service instance row, click on the paper icon, this will provide additional order level details about the specific service instance.

5. **What are the reporting column headings that I can choose from?**

   Available column headings can be viewed by selecting "All Available Columns" from the Reports dropdown menu and "Select columns" from the Actions dropdown. Functionality allows for the selection and de-selection of columns as well as adjustments to the order that the columns appear. Selectable columns include:

AB Code	City	Full Service	Service Order
Access Type	CLIP	Install Date	Shared Tenant
Address1	CLIP Description	Line/Service Type	State
Address 2	Contract	Network Site Code	Sub-Agency Name
Agency Name	Contract ID	Order Type	Subcategory Code
AHC	Contractor	Orig NIC	Sub-Service Instance
ASRN	Country	Phone No	Systems ID
ASRN2	Customer ID	Product Code	Term NIC
BAC	Customer Number	Product Description	TTR
BAN	DAR	Region	UBI
BAN LG	Directed to No	Service	Validated (TTR)
Category	Disconnect to Date	Service Delivery Point	Work Site ID
Charge Type	Disconnect to Date Contractor	Service Description	Zip
Circuit ID	Disconnected – Contractor	Service instance identifier	

6. **Why does some of the data look like scientific notation or has some leading zeros missing?**

Transition Inventory data is exported in the CSV (comma separated value) text format. However, tools like Excel (or Access) may 'reformat' some of the data after importing it. The two most common problems are that leading zeros are lost and that large numbers are converted to scientific notation.

To avoid these problems when using Excel, use the following import procedure:

a. Open MS Excel
b. Click on the “Data” menu and choose “From Text”
c. Select the file from the file location and click on “Import”
d. The Text Import wizard will appear
e. Choose the file type to be “Delimited” and click Next
f. Choose the Delimiter to be “Comma” and the "Text Qualifier" to be double quote (“) and choose Next
g. Click on the “AHC” column in the Data preview section of the wizard and update the “Column data format” to Text
h. Perform the same prior to for any other column that needs to be treated as a text not a number (AB_Code, Phone No, BAC, BAN, BAN_LG, etc.)
i. Click Finish
j. When the data loads, choose File, Save As, and Save As Excel format.

To avoid these problems when using Access:

a. Open Access
b. Select import Text File from the "External Data" menu
c. Navigate to and select the CSV file to be imported, then OK
d. In the next window of the Text Import wizard, choose "First Row Contains Field Names" near the top of the dialog window and select the "Advanced..." button at the bottom left
e. At the bottom of the Server apps Import Specification window, select all the fields in the "Field Information" table and set the "Data Type" to "Short Text"
f. At the top of the Server apps Import Specification window, choose "Delimited", make the "Field Delimiter" a comma (,), and that double quote (“) is entered in the "Text Qualifier" box, then click OK
g. Choose Next in the next two Import Test Wizard windows
h. In the last Import Test Wizard window, give a name to the imported data in the "Import to Table" field, then click Finished.